

Ardoch's Volunteer Agreement

Ardoch's volunteer agreement highlights the rights and responsibilities of volunteers. At Ardoch, we know we cannot do it alone, and we are grateful for all of the hours that volunteers give, to us, and to children and young people in our partner schools.

Responsibilities

- To support students' learning, wellbeing and participation in accordance with the aims/goals as identified by the educator.
- To develop a positive relationship with students and staff.
- To make regular contact with, provide feedback, and voice any issues/concerns to the educator and/or Ardoch staff.
- To fulfil duties in a conscientious manner, that is: to be punctual, reliable, flexible, open and friendly, attend consistently as negotiated, notify relevant contact person if unable to attend.
- To respect confidentiality, unless there are concerns regarding a student's wellbeing, in which case, inform the relevant staff and/or Ardoch coordinator.
- To work cooperatively as a team member.
- To respond to Ardoch organisational emails and phone calls within one week.
- To work in a supervised or public area and notify the educator if there is a need to leave an area unattended.
- To attend ongoing training and volunteer support meetings.
- To participate in regular reviews with educators and Ardoch staff.
- To read and be familiar with the school's rules and policies.
- To be receptive to educators' support, guidance and direction.
- To inform the educator if unable to attend or taking leave.
- To observe all administrative requirements, e.g. log your hours online, wear a name badge.

Rights

- To work in a healthy and safe environment.
- To be kept informed on a regular basis of relevant issues.
- To have a position description and clarity regarding volunteer roles and working hours.
- To ask questions and request guidance and support.
- To be provided with training and orientation.
- To have the necessary support and direction to carry out designated duties.
- To have clear lines of accountability and responsibility to Ardoch and the relevant partners.
- To have access to support, supervision and de-briefing from the educator and Ardoch staff.
- To have access to conflict resolution procedures (see volunteers' policy booklet).
- To be respected and treated as co-workers.
- To receive appropriate recognition and acknowledgement for one's contribution.

Virtual volunteering in classrooms: setting up

1. We work with a variety of cultures, so ensure your computer is facing a neutral background, without artwork or decorations
2. Ensure you are in a quiet space without background noise
3. You have a Working With Children Check and are screened by Ardoch so please ensure you are alone in the room you are in, for the duration of the virtual session
4. Ensure you have spoken to a supervising adult who is physically with the students prior to commencing your session, to ensure they are in the room and will be there for the duration of the session
5. Request that the teacher ensures the device is located in the classroom so that your face can be seen at all times
6. Please be aware that all volunteering sessions are being recorded to ensure child safety, and are periodically viewed by staff
7. Ensure you have the school phone number to hand in case you need to contact the school

Child Safety Code of Conduct

We know our volunteers and staff are committed to child safety, seeking to ensure children are safe whether they participate in programs online or in person. Ardoch's Code of Conduct helps ensure we are all aware of behaviours that support child safety and behaviours that are not acceptable.

*Ardoch recognises that it can be easy to forget some behaviours when volunteering or working online in a setting with children. We ask that staff and volunteers are mindful of the following code of conduct **whether working online or in person.***

Please do:

- Dress and conduct yourself in a manner consistent with your position as a positive role model to children/young people, and as a representative of Ardoch and the school/early childhood community;
- Make sure to put your mobile on silent before volunteer session begins;
- Follow organisational policy and guidelines relating to the safety and security of children/young people as outlined in the Child Safety Policy and as it pertains to a particular site (*While volunteering virtually ensure your surname is not visible, so change your name to first name only*);
- Treat all children and young people with respect and take notice of their reactions to your tone of voice and manner to ensure a positive experience for them;
- Always maintain contact with children/young people in a supervised area and within the parameters of the program;
- Report any disclosure or suspicion/concern about a child/young person's wellbeing and safety to school and Ardoch staff; and
- Make sure all allegations or suspicions of abuse are reported, recorded and acted upon in a confidential manner;
- *While volunteering virtually* ensure your video is turned on and mute yourself when you are not talking.

Please do not:

- Eat during or consume alcohol during your volunteering session
- Engage in rough physical games;
- Hold, kiss, cuddle or touch a child/young person in an inappropriate and/or culturally insensitive way;
- Act in a sexually provocative manner or engage children or young people in any form of sexual activity;
- Make sexually suggestive comments or use inappropriate language to a child/young person, even as a joke;
- Do things of a personal nature that a child/young person can do for themselves, such as going to the toilet or changing clothes (accompany children to the toilet);
- Disclose any personal information of a controversial nature;
- Exchange personal contact details with, initiate or maintain unauthorised contact with children/young people;
- Take photos, store images, screenshots of the screen or students on the screen, or share details on social media without the explicit written permission obtained through Ardoch; and
- Engage in social interactions with children or young people through social networking sites unless there is educationally valid context and with prior approval of Ardoch and Partner Site staff.
- Attend any Ardoch obligation under the effects of illicit drugs or alcohol.

In addition, when volunteering and working virtually in a setting with children, please ensure you are mindful of the following:

Please do not:

- Have anyone else in the room with you who can be seen or overhear your conversations
- Have any decorations on display
- Leave the meeting at any time during the session
- Text/communicate with students in the chat function of the virtual platform
- Use your phone while volunteering, unless you need to call the school or Ardoch
- Have your surname displayed on the screen

Personal attributes of Ardoch Volunteers:

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| ▪ Respect for boundaries | ▪ Stable, professional, patient role model |
| ▪ Committed | ▪ Focused – not easily distracted |
| ▪ Show Initiative | ▪ Non-judgemental |
| ▪ Passionate about children and education | ▪ Constant champion of the children, school and Ardoch |
| ▪ Able to build a positive relationship with an educator | ▪ Communicate with stakeholders in a respectful manner |

I understand and agree to commit to Ardoch's Rights and Responsibilities for volunteers and the Code of Conduct while working as an Ardoch volunteer. This document is not intended to be a legally binding contract between us and may be cancelled at any given time at the discretion of either party. The Volunteer role at Ardoch is a voluntary position. This means that you perform all duties voluntarily, of your own free will, and without payment for your time and work.